

## **SSM 49784 - 2020-2021 Corsair/Aviator/Navigator, 2021 Nautilus/Mach-E - Various Phone-As-A-Key Concerns**

Some 2020-2021 Corsair/Aviator/Navigator and 2021 Nautilus/Mach-E customers maybe unable to activate Phone-as-a-key, have intermittent Phone-as-a-key connectivity, missing Phone-as-a-key button in the App, receiving Pairing Failed, Key Download Error or Connection Trouble message during Phone-as-a-key setup, Bluetooth Disconnected, Unable To Start, Backup Code Needed And/or Key Not Detected. Prior to performing any RFA diagnostics, verify the customer's phone app is at the latest version, the phone app is authorized to the vehicle and Location Service is enabled in customer's phone to allow for proper Phone-as-a-key operation. If a Phone-as-a-key concern remains, continue with normal RFA diagnosis. Refer to Workshop Manual (WSM), Section 419-01. Utilize the FordPass Guides or Lincoln WayConcierge teams as needed to understand Phone-as-a-key operation.

### APPLICABLE VEHICLES

2020 - 2021 CAR: TV U611N AVIATOR

2020 - 2021 CAR: TF CX483N CORSAIR

2021 CAR: GW CX727N C-EV

2020 - 2021 TRUCK: B9 U554N NAVIGATOR

2021 CAR: D9 U540N MKX